

AN EXTENSIBLE INTERFACE FOR INTER-MODULE COMMUNICATION

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ABSTRACT OF THE DISCLOSURE

5 A method and apparatus for inter-module communication is disclosed. The method includes forming a message that includes customer relations management system information. The customer relations management system information may include, for example, agent information, work item information, queuing information, statistical information, connection information or rule information, among other such
10 10 information. The message can be communicated in order to perform a function, such as an agent-related function, a work item-related function, a statistics-related function or an administrative function, for example. The message can be, for example, a command, a request or a notification.

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